

# Enterprise Incident Report December 2012

As of 1/2/2013

## Human Resource Management

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company          | Assigned Group          | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - First Contact Resolution |         |        |           |
|---------------------------|-------------------------|-------------------------------------|--|---------|--------|-----------|
|                           |                         |                                     | High   | Low     | Medium | FCR Total |
| Human Resource Management | Application Services    | Danielle Hood                       | 0<br>0   | 3<br>0  | 0<br>0 | 3<br>0    |
|                           |                         | Dustin Crump                        | 0<br>0   | 1<br>0  | 0<br>0 | 1<br>0    |
|                           |                         | Martin Gonzalez                     | 0<br>0   | 2<br>2  | 1<br>1 | 3<br>3    |
|                           |                         | Tony Larsen                         | 0<br>0   | 1<br>0  | 0<br>0 | 1<br>0    |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0   | 7<br>2  | 1<br>1 | 8<br>3    |
|                           | Capitol Desktop Support | Brian Bintz                         | 0<br>0   | 18<br>4 | 1<br>0 | 19<br>4   |
|                           |                         | Chad Poll                           | 0<br>0   | 1<br>0  | 0<br>0 | 1<br>0    |
|                           |                         | Joshua Furgason                     | 0<br>0   | 1<br>1  | 0<br>0 | 1<br>1    |
|                           |                         | Paul Ross                           | 0<br>0   | 2<br>0  | 0<br>0 | 2<br>0    |
|                           |                         | Scott Wunderlich                    | 0<br>0   | 2<br>0  | 0<br>0 | 2<br>0    |
|                           |                         | Tom Hanson                          | 0<br>0   | 1<br>0  | 1<br>1 | 2<br>1    |

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|                           |                         |                                     | High | Low | Medium | FCR Total |
|---------------------------|-------------------------|-------------------------------------|------|-----|--------|-----------|
| Human Resource Management | Capitol Desktop Support | <b>Assigned to Individual Total</b> | 0    | 25  | 2      | 27        |
|                           |                         |                                     | 0    | 5   | 1      | 6         |
|                           | Capitol Hosting         | Jake Vandenberghe                   | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | Mycah Mattox                        | 1    | 0   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | <b>Assigned to Individual Total</b> | 1    | 1   | 0      | 2         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           | Enterprise Security     | Bart Grant                          | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | Bobette Phillips                    | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           | Help Desk               | Eileen Dubach                       | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 1   | 0      | 1         |
|                           |                         | James Stearns                       | 1    | 4   | 0      | 5         |
|                           |                         |                                     | 1    | 4   | 0      | 5         |
|                           |                         | Julie VanBeekum                     | 0    | 3   | 0      | 3         |
|                           |                         |                                     | 0    | 2   | 0      | 2         |
|                           | Metro A Desktop Support | Vicky Marrelli                      | 0    | 2   | 0      | 2         |
|                           |                         |                                     | 0    | 1   | 0      | 1         |
|                           |                         | <b>Assigned to Individual Total</b> | 1    | 10  | 0      | 11        |
|                           |                         |                                     | 1    | 8   | 0      | 9         |
|                           |                         | Eric A Sedgwick                     | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | Michael Barth                       | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |

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|                           |                         |                              | High | Low | Medium | FCR Total |
|---------------------------|-------------------------|------------------------------|------|-----|--------|-----------|
| Human Resource Management | Metro A Desktop Support | Assigned to Individual Total | 0    | 2   | 0      | 2         |
|                           |                         |                              | 0    | 0   | 0      | 0         |
|                           | Metro A Help Desk       | Edward Fortner               | 0    | 1   | 0      | 1         |
|                           |                         |                              | 0    | 1   | 0      | 1         |
|                           |                         | Liz Evans                    | 0    | 1   | 0      | 1         |
|                           |                         |                              | 0    | 1   | 0      | 1         |
|                           |                         | Assigned to Individual Total | 0    | 2   | 0      | 2         |
|                           |                         |                              | 0    | 2   | 0      | 2         |
|                           | Metro B Desktop Support | Bill Crowther                | 0    | 1   | 0      | 1         |
|                           |                         |                              | 0    | 0   | 0      | 0         |
|                           |                         | Mike Wilde                   | 0    | 1   | 0      | 1         |
|                           |                         |                              | 0    | 0   | 0      | 0         |
|                           |                         | Stephanie Young              | 0    | 1   | 0      | 1         |
|                           |                         |                              | 0    | 0   | 0      | 0         |
|                           |                         | Assigned to Individual Total | 0    | 3   | 0      | 3         |
|                           |                         |                              | 0    | 0   | 0      | 0         |
|                           | Metro B Help Desk       | Gary Graham                  | 0    | 3   | 0      | 3         |
|                           |                         |                              | 0    | 2   | 0      | 2         |
|                           |                         | Todd Manning                 | 0    | 3   | 0      | 3         |
|                           |                         |                              | 0    | 3   | 0      | 3         |
|                           |                         | Val Shepherd                 | 0    | 1   | 0      | 1         |
|                           |                         |                              | 0    | 0   | 0      | 0         |
|                           |                         | Assigned to Individual Total | 0    | 7   | 0      | 7         |
|                           |                         |                              | 0    | 5   | 0      | 5         |
|                           | Metro B Hosting         | James Gramse                 | 0    | 1   | 0      | 1         |
|                           |                         |                              | 0    | 0   | 0      | 0         |
|                           |                         | Paul Engberson               | 0    | 1   | 0      | 1         |
|                           |                         |                              | 0    | 0   | 0      | 0         |

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## Human Resource Management

|                           |                               |                              | High | Low | Medium | FCR Total |
|---------------------------|-------------------------------|------------------------------|------|-----|--------|-----------|
| Human Resource Management | Metro B Hosting               | Assigned to Individual Total | 0    | 2   | 0      | 2         |
|                           |                               |                              | 0    | 0   | 0      | 0         |
|                           | Metro C Desktop Support       | Benjamin Moore               | 0    | 2   | 0      | 2         |
|                           |                               |                              | 0    | 0   | 0      | 0         |
|                           |                               | Ed Radke                     | 0    | 2   | 0      | 2         |
|                           |                               |                              | 0    | 0   | 0      | 0         |
|                           |                               | Ken Knobel                   | 0    | 4   | 0      | 4         |
|                           |                               |                              | 0    | 0   | 0      | 0         |
|                           |                               | Assigned to Individual Total | 0    | 8   | 0      | 8         |
|                           |                               |                              | 0    | 0   | 0      | 0         |
|                           | Metro C Help Desk             | Bill Hall                    | 0    | 1   | 0      | 1         |
|                           |                               |                              | 0    | 1   | 0      | 1         |
|                           |                               | Cindy Romrell                | 0    | 2   | 0      | 2         |
|                           |                               |                              | 0    | 2   | 0      | 2         |
|                           |                               | Reed Stohel                  | 0    | 1   | 0      | 1         |
|                           |                               |                              | 0    | 1   | 0      | 1         |
|                           |                               | Ross Owen                    | 0    | 1   | 0      | 1         |
|                           |                               |                              | 0    | 1   | 0      | 1         |
|                           |                               | Assigned to Individual Total | 0    | 5   | 0      | 5         |
|                           |                               |                              | 0    | 5   | 0      | 5         |
|                           | Metro D Help Desk             | Matthew Earl                 | 0    | 1   | 0      | 1         |
|                           |                               |                              | 0    | 0   | 0      | 0         |
|                           |                               | Assigned to Individual Total | 0    | 1   | 0      | 1         |
|                           |                               |                              | 0    | 0   | 0      | 0         |
|                           | Operations Production Control | Christie Burnham             | 0    | 2   | 0      | 2         |
|                           |                               |                              | 0    | 1   | 0      | 1         |
|                           |                               | Assigned to Individual Total | 0    | 2   | 0      | 2         |
|                           |                               |                              | 0    | 1   | 0      | 1         |

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## Human Resource Management

|                           |                                |                              | High   | Low      | Medium   | FCR Total |
|---------------------------|--------------------------------|------------------------------|--------|----------|----------|-----------|
| Human Resource Management | Rural Central Desktop Support  | Robert Case                  | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |
|                           |                                | Assigned to Individual Total | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |
|                           | Technical Lead/Project Manager | Corona Ngatuvai              | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |
|                           |                                | Dustin Crump                 | 1<br>0 | 1<br>0   | 0<br>0   | 2<br>0    |
|                           |                                | Martin Gonzalez              | 0<br>0 | 3<br>3   | 0<br>0   | 3<br>3    |
|                           |                                | Assigned to Individual Total | 1<br>0 | 5<br>3   | 0<br>0   | 6<br>3    |
|                           | Voice Operations               | Gail Christiansen            | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |
|                           |                                | Assigned to Individual Total | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |
|                           | Voice/Data/WAN Services        | T Artis                      | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |
|                           |                                | Assigned to Individual Total | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |
|                           | Assigned Group Total           |                              | 3<br>1 | 85<br>31 | 3<br>2   | 91<br>34  |
|                           | Customer Company Total         |                              |        | 3<br>1   | 85<br>31 | 3<br>2    |

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## Human Resource Management

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company          | Assigned Group          | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Missed Initial Response |         |        |           |
|---------------------------|-------------------------|-------------------------------------|---|---------|--------|-----------|
|                           |                         |                                     | High  | Low     | Medium | MIR Total |
| Human Resource Management | Application Services    | Danielle Hood                       | 0<br>0  | 3<br>2  | 0<br>0 | 3<br>2    |
|                           |                         | Dustin Crump                        | 0<br>0  | 1<br>1  | 0<br>0 | 1<br>1    |
|                           |                         | Martin Gonzalez                     | 0<br>0  | 2<br>1  | 1<br>0 | 3<br>1    |
|                           |                         | Tony Larsen                         | 0<br>0  | 1<br>0  | 0<br>0 | 1<br>0    |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0  | 7<br>4  | 1<br>0 | 8<br>4    |
|                           | Capitol Desktop Support | Brian Bintz                         | 0<br>0  | 18<br>2 | 1<br>0 | 19<br>2   |
|                           |                         | Chad Poll                           | 0<br>0  | 1<br>0  | 0<br>0 | 1<br>0    |
|                           |                         | Joshua Furgason                     | 0<br>0  | 1<br>0  | 0<br>0 | 1<br>0    |
|                           |                         | Paul Ross                           | 0<br>0  | 2<br>1  | 0<br>0 | 2<br>1    |
|                           |                         | Scott Wunderlich                    | 0<br>0  | 2<br>0  | 0<br>0 | 2<br>0    |
|                           |                         | Tom Hanson                          | 0<br>0  | 1<br>0  | 1<br>0 | 2<br>0    |

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## Human Resource Management

|                           |                         |                                     | High | Low | Medium | MIR Total |
|---------------------------|-------------------------|-------------------------------------|------|-----|--------|-----------|
| Human Resource Management | Capitol Desktop Support | <b>Assigned to Individual Total</b> | 0    | 25  | 2      | 27        |
|                           |                         |                                     | 0    | 3   | 0      | 3         |
|                           | Capitol Hosting         | Jake Vandenberghe                   | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 1   | 0      | 1         |
|                           |                         | Mycah Mattox                        | 1    | 0   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | <b>Assigned to Individual Total</b> | 1    | 1   | 0      | 2         |
|                           |                         |                                     | 0    | 1   | 0      | 1         |
|                           | Enterprise Security     | Bart Grant                          | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 1   | 0      | 1         |
|                           |                         | Bobette Phillips                    | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 1   | 0      | 1         |
|                           |                         | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2         |
|                           |                         |                                     | 0    | 2   | 0      | 2         |
|                           | Help Desk               | Eileen Dubach                       | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | James Stearns                       | 1    | 4   | 0      | 5         |
|                           |                         |                                     | 0    | 1   | 0      | 1         |
|                           |                         | Julie VanBeekum                     | 0    | 3   | 0      | 3         |
|                           |                         |                                     | 0    | 1   | 0      | 1         |
|                           |                         | Vicky Marrelli                      | 0    | 2   | 0      | 2         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | <b>Assigned to Individual Total</b> | 1    | 10  | 0      | 11        |
|                           |                         |                                     | 0    | 2   | 0      | 2         |
|                           | Metro A Desktop Support | Eric A Sedgwick                     | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | Michael Barth                       | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |

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## Human Resource Management

|                           |                         |                                     | High | Low | Medium | MIR Total |
|---------------------------|-------------------------|-------------------------------------|------|-----|--------|-----------|
| Human Resource Management | Metro A Desktop Support | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           | Metro A Help Desk       | Edward Fortner                      | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | Liz Evans                           | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           | Metro B Desktop Support | Bill Crowther                       | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | Mike Wilde                          | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | Stephanie Young                     | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | <b>Assigned to Individual Total</b> | 0    | 3   | 0      | 3         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           | Metro B Help Desk       | Gary Graham                         | 0    | 3   | 0      | 3         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | Todd Manning                        | 0    | 3   | 0      | 3         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           | Metro B Hosting         | Val Shepherd                        | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           |                         | <b>Assigned to Individual Total</b> | 0    | 7   | 0      | 7         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           | Metro B Hosting         | James Gramse                        | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |
|                           | Metro B Hosting         | Paul Engberson                      | 0    | 1   | 0      | 1         |
|                           |                         |                                     | 0    | 0   | 0      | 0         |



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## Human Resource Management

|                           |                               |                                     | High | Low | Medium | MIR Total |
|---------------------------|-------------------------------|-------------------------------------|------|-----|--------|-----------|
| Human Resource Management | Metro B Hosting               | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2         |
|                           |                               |                                     | 0    | 0   | 0      | 0         |
|                           | Metro C Desktop Support       | Benjamin Moore                      | 0    | 2   | 0      | 2         |
|                           |                               |                                     | 0    | 0   | 0      | 0         |
|                           |                               | Ed Radke                            | 0    | 2   | 0      | 2         |
|                           |                               |                                     | 0    | 1   | 0      | 1         |
|                           |                               | Ken Knobel                          | 0    | 4   | 0      | 4         |
|                           |                               |                                     | 0    | 0   | 0      | 0         |
|                           |                               | <b>Assigned to Individual Total</b> | 0    | 8   | 0      | 8         |
|                           |                               |                                     | 0    | 1   | 0      | 1         |
|                           | Metro C Help Desk             | Bill Hall                           | 0    | 1   | 0      | 1         |
|                           |                               |                                     | 0    | 0   | 0      | 0         |
|                           |                               | Cindy Romrell                       | 0    | 2   | 0      | 2         |
|                           |                               |                                     | 0    | 0   | 0      | 0         |
|                           |                               | Reed Stohel                         | 0    | 1   | 0      | 1         |
|                           |                               |                                     | 0    | 0   | 0      | 0         |
|                           | Metro D Help Desk             | Ross Owen                           | 0    | 1   | 0      | 1         |
|                           |                               |                                     | 0    | 0   | 0      | 0         |
|                           |                               | <b>Assigned to Individual Total</b> | 0    | 5   | 0      | 5         |
|                           |                               |                                     | 0    | 0   | 0      | 0         |
|                           |                               | Matthew Earl                        | 0    | 1   | 0      | 1         |
|                           |                               |                                     | 0    | 1   | 0      | 1         |
|                           | Operations Production Control | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|                           |                               |                                     | 0    | 1   | 0      | 1         |
|                           | Operations Production Control | Christie Burnham                    | 0    | 2   | 0      | 2         |
|                           |                               |                                     | 0    | 0   | 0      | 0         |
|                           |                               | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2         |
|                           |                               |                                     | 0    | 0   | 0      | 0         |

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|                           |                                |                              | High   | Low      | Medium   | MIR Total |          |
|---------------------------|--------------------------------|------------------------------|--------|----------|----------|-----------|----------|
| Human Resource Management | Rural Central Desktop Support  | Robert Case                  | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |          |
|                           |                                | Assigned to Individual Total | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |          |
|                           | Technical Lead/Project Manager | Corona Ngatuvai              | 0<br>0 | 1<br>1   | 0<br>0   | 1<br>1    |          |
|                           |                                | Dustin Crump                 | 1<br>0 | 1<br>0   | 0<br>0   | 2<br>0    |          |
|                           |                                | Martin Gonzalez              | 0<br>0 | 3<br>2   | 0<br>0   | 3<br>2    |          |
|                           |                                | Assigned to Individual Total | 1<br>0 | 5<br>3   | 0<br>0   | 6<br>3    |          |
|                           | Voice Operations               | Gail Christiansen            | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |          |
|                           |                                | Assigned to Individual Total | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |          |
|                           | Voice/Data/WAN Services        | T Artis                      | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |          |
|                           |                                | Assigned to Individual Total | 0<br>0 | 1<br>0   | 0<br>0   | 1<br>0    |          |
|                           | Assigned Group Total           |                              | 3<br>0 | 85<br>17 | 3<br>0   | 91<br>17  |          |
|                           | Customer Company Total         |                              |        | 3<br>0   | 85<br>17 | 3<br>0    | 91<br>17 |

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## Human Resource Management

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.  
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company          | Assigned Group          | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number -Average time in hours |            |           |             |
|---------------------------|-------------------------|-------------------------------------|--|------------|-----------|-------------|
|                           |                         |                                     | High   | Low        | Medium    | ATTIR Total |
| Human Resource Management | Application Services    | Danielle Hood                       | 0<br>0.00  | 3<br>21.41 | 0<br>0.00 | 3<br>21.41  |
|                           |                         | Dustin Crump                        | 0<br>0.00  | 1<br>11.57 | 0<br>0.00 | 1<br>11.57  |
|                           |                         | Martin Gonzalez                     | 0<br>0.00  | 2<br>33.44 | 1<br>0.13 | 3<br>22.34  |
|                           |                         | Tony Larsen                         | 0<br>0.00  | 1<br>0.23  | 0<br>0.00 | 1<br>0.23   |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00  | 7<br>20.42 | 1<br>0.13 | 8<br>17.88  |
|                           | Capitol Desktop Support | Brian Bintz                         | 0<br>0.00  | 18<br>0.39 | 1<br>0.52 | 19<br>0.39  |
|                           |                         | Chad Poll                           | 0<br>0.00  | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                           |                         | Joshua Furgason                     | 0<br>0.00  | 1<br>0.68  | 0<br>0.00 | 1<br>0.68   |
|                           |                         | Paul Ross                           | 0<br>0.00  | 2<br>1.30  | 0<br>0.00 | 2<br>1.30   |
|                           |                         | Scott Wunderlich                    | 0<br>0.00  | 2<br>0.51  | 0<br>0.00 | 2<br>0.51   |

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|                           |                         |                                     | High      | Low         | Medium    | ATTIR Total |
|---------------------------|-------------------------|-------------------------------------|-----------|-------------|-----------|-------------|
| Human Resource Management | Capitol Desktop Support | Tom Hanson                          | 0<br>0.00 | 1<br>0.26   | 1<br>0.30 | 2<br>0.28   |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 25<br>0.46  | 2<br>0.41 | 27<br>0.46  |
|                           | Capitol Hosting         | Jake Vandenberghe                   | 0<br>0.00 | 1<br>1.02   | 0<br>0.00 | 1<br>1.02   |
|                           |                         | Mycah Mattox                        | 1<br>0.15 | 0<br>0.00   | 0<br>0.00 | 1<br>0.15   |
|                           |                         | <b>Assigned to Individual Total</b> | 1<br>0.15 | 1<br>1.02   | 0<br>0.00 | 2<br>0.58   |
|                           | Enterprise Security     | Bart Grant                          | 0<br>0.00 | 1<br>4.55   | 0<br>0.00 | 1<br>4.55   |
|                           |                         | Bobette Phillips                    | 0<br>0.00 | 1<br>17.93  | 0<br>0.00 | 1<br>17.93  |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 2<br>11.24  | 0<br>0.00 | 2<br>11.24  |
|                           | Help Desk               | Eileen Dubach                       | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|                           |                         | James Stearns                       | 1<br>0.00 | 4<br>31.11  | 0<br>0.00 | 5<br>24.88  |
|                           |                         | Julie VanBeekum                     | 0<br>0.00 | 3<br>1.98   | 0<br>0.00 | 3<br>1.98   |
|                           |                         | Vicky Marrelli                      | 0<br>0.00 | 2<br>0.28   | 0<br>0.00 | 2<br>0.28   |
|                           |                         | <b>Assigned to Individual Total</b> | 1<br>0.00 | 10<br>13.09 | 0<br>0.00 | 11<br>11.90 |
|                           | Metro A Desktop Support | Eric A Sedgwick                     | 0<br>0.00 | 1<br>0.23   | 0<br>0.00 | 1<br>0.23   |

# Enterprise Incident Report December 2012

As of 1/2/2013

## Human Resource Management

|                           |                         |                                     | High      | Low       | Medium    | ATTIR Total |
|---------------------------|-------------------------|-------------------------------------|-----------|-----------|-----------|-------------|
| Human Resource Management | Metro A Desktop Support | Michael Barth                       | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00   |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 2<br>0.12 | 0<br>0.00 | 2<br>0.12   |
|                           | Metro A Help Desk       | Edward Fortner                      | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00   |
|                           |                         | Liz Evans                           | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00   |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00   |
|                           | Metro B Desktop Support | Bill Crowther                       | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17   |
|                           |                         | Mike Wilde                          | 0<br>0.00 | 1<br>0.18 | 0<br>0.00 | 1<br>0.18   |
|                           |                         | Stephanie Young                     | 0<br>0.00 | 1<br>0.31 | 0<br>0.00 | 1<br>0.31   |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>0.22 | 0<br>0.00 | 3<br>0.22   |
|                           | Metro B Help Desk       | Gary Graham                         | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00   |
|                           |                         | Todd Manning                        | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00   |
|                           |                         | Val Shepherd                        | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00   |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 7<br>0.00 | 0<br>0.00 | 7<br>0.00   |
|                           | Metro B Hosting         | James Gramse                        | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22   |

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## Human Resource Management

|                           |                               |                                     | High      | Low       | Medium    | ATTIR Total |
|---------------------------|-------------------------------|-------------------------------------|-----------|-----------|-----------|-------------|
| Human Resource Management | Metro B Hosting               | Paul Engberson                      | 0<br>0.00 | 1<br>0.71 | 0<br>0.00 | 1<br>0.71   |
|                           |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 2<br>0.46 | 0<br>0.00 | 2<br>0.46   |
|                           | Metro C Desktop Support       | Benjamin Moore                      | 0<br>0.00 | 2<br>0.13 | 0<br>0.00 | 2<br>0.13   |
|                           |                               | Ed Radke                            | 0<br>0.00 | 2<br>1.07 | 0<br>0.00 | 2<br>1.07   |
|                           |                               | Ken Nobel                           | 0<br>0.00 | 4<br>0.19 | 0<br>0.00 | 4<br>0.19   |
|                           |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 8<br>0.39 | 0<br>0.00 | 8<br>0.39   |
|                           | Metro C Help Desk             | Bill Hall                           | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00   |
|                           |                               | Cindy Romrell                       | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00   |
|                           |                               | Reed Stohel                         | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00   |
|                           |                               | Ross Owen                           | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00   |
|                           |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 5<br>0.00 | 0<br>0.00 | 5<br>0.00   |
|                           | Metro D Help Desk             | Matthew Earl                        | 0<br>0.00 | 1<br>2.14 | 0<br>0.00 | 1<br>2.14   |
|                           |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 1<br>2.14 | 0<br>0.00 | 1<br>2.14   |
|                           | Operations Production Control | Christie Burnham                    | 0<br>0.00 | 2<br>0.12 | 0<br>0.00 | 2<br>0.12   |

# Enterprise Incident Report December 2012

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## Human Resource Management

|                           |                                |                              | High      | Low        | Medium    | ATTIR Total |
|---------------------------|--------------------------------|------------------------------|-----------|------------|-----------|-------------|
| Human Resource Management | Operations Production Control  | Assigned to Individual Total | 0<br>0.00 | 2<br>0.12  | 0<br>0.00 | 2<br>0.12   |
|                           | Rural Central Desktop Support  | Robert Case                  | 0<br>0.00 | 1<br>0.08  | 0<br>0.00 | 1<br>0.08   |
|                           |                                | Assigned to Individual Total | 0<br>0.00 | 1<br>0.08  | 0<br>0.00 | 1<br>0.08   |
|                           | Technical Lead/Project Manager | Corona Ngatuvai              | 0<br>0.00 | 1<br>16.89 | 0<br>0.00 | 1<br>16.89  |
|                           |                                | Dustin Crump                 | 1<br>0.61 | 1<br>0.00  | 0<br>0.00 | 2<br>0.30   |
|                           |                                | Martin Gonzalez              | 0<br>0.00 | 3<br>3.19  | 0<br>0.00 | 3<br>3.19   |
|                           |                                | Assigned to Individual Total | 1<br>0.61 | 5<br>5.30  | 0<br>0.00 | 6<br>4.51   |
|                           | Voice Operations               | Gail Christiansen            | 0<br>0.00 | 1<br>0.19  | 0<br>0.00 | 1<br>0.19   |
|                           |                                | Assigned to Individual Total | 0<br>0.00 | 1<br>0.19  | 0<br>0.00 | 1<br>0.19   |
|                           | Voice/Data/WAN Services        | T Artis                      | 0<br>0.00 | 1<br>0.23  | 0<br>0.00 | 1<br>0.23   |
|                           |                                | Assigned to Individual Total | 0<br>0.00 | 1<br>0.23  | 0<br>0.00 | 1<br>0.23   |
|                           | Assigned Group Total           |                              | 3<br>0.25 | 85<br>4.04 | 3<br>0.32 | 91<br>3.79  |
| Customer Company Total    |                                |                              | 3<br>0.25 | 85<br>4.04 | 3<br>0.32 | 91<br>3.79  |

# Enterprise Incident Report December 2012

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## Human Resource Management

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company          | Assigned Group          | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Missed Resolution |         |        |          |
|---------------------------|-------------------------|-------------------------------------|---|---------|--------|----------|
|                           |                         |                                     | High  | Low     | Medium | MR Total |
| Human Resource Management | Application Services    | Danielle Hood                       | 0<br>0  | 3<br>2  | 0<br>0 | 3<br>2   |
|                           |                         | Dustin Crump                        | 0<br>0  | 1<br>1  | 0<br>0 | 1<br>1   |
|                           |                         | Martin Gonzalez                     | 0<br>0  | 2<br>1  | 1<br>0 | 3<br>1   |
|                           |                         | Tony Larsen                         | 0<br>0  | 1<br>0  | 0<br>0 | 1<br>0   |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0  | 7<br>4  | 1<br>0 | 8<br>4   |
|                           | Capitol Desktop Support | Brian Bintz                         | 0<br>0  | 18<br>1 | 1<br>0 | 19<br>1  |
|                           |                         | Chad Poll                           | 0<br>0  | 1<br>0  | 0<br>0 | 1<br>0   |
|                           |                         | Joshua Furgason                     | 0<br>0  | 1<br>0  | 0<br>0 | 1<br>0   |
|                           |                         | Paul Ross                           | 0<br>0  | 2<br>0  | 0<br>0 | 2<br>0   |
|                           |                         | Scott Wunderlich                    | 0<br>0  | 2<br>0  | 0<br>0 | 2<br>0   |
|                           |                         | Tom Hanson                          | 0<br>0  | 1<br>0  | 1<br>0 | 2<br>0   |



# Enterprise Incident Report December 2012

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## Human Resource Management

|                           |                         |                              | High   | Low     | Medium | MR Total |
|---------------------------|-------------------------|------------------------------|--------|---------|--------|----------|
| Human Resource Management | Capitol Desktop Support | Assigned to Individual Total | 0<br>0 | 25<br>1 | 2<br>0 | 27<br>1  |
|                           | Capitol Hosting         | Jake Vandenberghe            | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|                           |                         | Mycah Mattox                 | 1<br>0 | 0<br>0  | 0<br>0 | 1<br>0   |
|                           |                         | Assigned to Individual Total | 1<br>0 | 1<br>0  | 0<br>0 | 2<br>0   |
|                           | Enterprise Security     | Bart Grant                   | 0<br>0 | 1<br>1  | 0<br>0 | 1<br>1   |
|                           |                         | Bobette Phillips             | 0<br>0 | 1<br>1  | 0<br>0 | 1<br>1   |
|                           |                         | Assigned to Individual Total | 0<br>0 | 2<br>2  | 0<br>0 | 2<br>2   |
|                           | Help Desk               | Eileen Dubach                | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|                           |                         | James Stearns                | 1<br>0 | 4<br>1  | 0<br>0 | 5<br>1   |
|                           |                         | Julie VanBeekum              | 0<br>0 | 3<br>1  | 0<br>0 | 3<br>1   |
|                           |                         | Vicky Marrelli               | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0   |
|                           |                         | Assigned to Individual Total | 1<br>0 | 10<br>2 | 0<br>0 | 11<br>2  |
|                           | Metro A Desktop Support | Eric A Sedgwick              | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|                           |                         | Michael Barth                | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |

# Enterprise Incident Report December 2012

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## Human Resource Management

|                           |                         |                                     | High | Low | Medium | MR Total |
|---------------------------|-------------------------|-------------------------------------|------|-----|--------|----------|
| Human Resource Management | Metro A Desktop Support | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           | Metro A Help Desk       | Edward Fortner                      | 0    | 1   | 0      | 1        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           |                         | Liz Evans                           | 0    | 1   | 0      | 1        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           |                         | <b>Assigned to Individual Total</b> | 0    | 2   | 0      | 2        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           | Metro B Desktop Support | Bill Crowther                       | 0    | 1   | 0      | 1        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           |                         | Mike Wilde                          | 0    | 1   | 0      | 1        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           |                         | Stephanie Young                     | 0    | 1   | 0      | 1        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           |                         | <b>Assigned to Individual Total</b> | 0    | 3   | 0      | 3        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           | Metro B Help Desk       | Gary Graham                         | 0    | 3   | 0      | 3        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           |                         | Todd Manning                        | 0    | 3   | 0      | 3        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           | Metro B Hosting         | Val Shepherd                        | 0    | 1   | 0      | 1        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           |                         | <b>Assigned to Individual Total</b> | 0    | 7   | 0      | 7        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           | Metro B Hosting         | James Gramse                        | 0    | 1   | 0      | 1        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |
|                           |                         | Paul Engberson                      | 0    | 1   | 0      | 1        |
|                           |                         |                                     | 0    | 0   | 0      | 0        |

# Enterprise Incident Report December 2012

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## Human Resource Management

|                           |                               |                              | High   | Low    | Medium | MR Total |
|---------------------------|-------------------------------|------------------------------|--------|--------|--------|----------|
| Human Resource Management | Metro B Hosting               | Assigned to Individual Total | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |
|                           | Metro C Desktop Support       | Benjamin Moore               | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |
|                           |                               | Ed Radke                     | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |
|                           |                               | Ken Knobel                   | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0   |
|                           |                               | Assigned to Individual Total | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0   |
|                           | Metro C Help Desk             | Bill Hall                    | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|                           |                               | Cindy Romrell                | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |
|                           |                               | Reed Stohel                  | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|                           |                               | Ross Owen                    | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|                           |                               | Assigned to Individual Total | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0   |
|                           | Metro D Help Desk             | Matthew Earl                 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|                           |                               | Assigned to Individual Total | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|                           | Operations Production Control | Christie Burnham             | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |
|                           |                               | Assigned to Individual Total | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |

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## Human Resource Management

|                           |                                |                              | High   | Low      | Medium | MR Total |
|---------------------------|--------------------------------|------------------------------|--------|----------|--------|----------|
| Human Resource Management | Rural Central Desktop Support  | Robert Case                  | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|                           |                                | Assigned to Individual Total | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|                           | Technical Lead/Project Manager | Corona Ngatuvai              | 0<br>0 | 1<br>1   | 0<br>0 | 1<br>1   |
|                           |                                | Dustin Crump                 | 1<br>0 | 1<br>1   | 0<br>0 | 2<br>1   |
|                           |                                | Martin Gonzalez              | 0<br>0 | 3<br>3   | 0<br>0 | 3<br>3   |
|                           |                                | Assigned to Individual Total | 1<br>0 | 5<br>5   | 0<br>0 | 6<br>5   |
|                           | Voice Operations               | Gail Christiansen            | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|                           |                                | Assigned to Individual Total | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|                           | Voice/Data/WAN Services        | T Artis                      | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|                           |                                | Assigned to Individual Total | 0<br>0 | 1<br>0   | 0<br>0 | 1<br>0   |
|                           | Assigned Group Total           |                              | 3<br>0 | 85<br>14 | 3<br>0 | 91<br>14 |
| Customer Company Total    |                                |                              | 3<br>0 | 85<br>14 | 3<br>0 | 91<br>14 |

# Enterprise Incident Report December 2012

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## Human Resource Management

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company          | Assigned Group          | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Average time in hours |            |           |            |
|---------------------------|-------------------------|-------------------------------------|---|------------|-----------|------------|
|                           |                         |                                     | High  | Low        | Medium    | ATTR Total |
| Human Resource Management | Application Services    | Danielle Hood                       | 0<br>0.00   | 3<br>26.11 | 0<br>0.00 | 3<br>26.11 |
|                           |                         | Dustin Crump                        | 0<br>0.00   | 1<br>45.02 | 0<br>0.00 | 1<br>45.02 |
|                           |                         | Martin Gonzalez                     | 0<br>0.00   | 2<br>34.73 | 1<br>0.74 | 3<br>23.40 |
|                           |                         | Tony Larsen                         | 0<br>0.00   | 1<br>0.87  | 0<br>0.00 | 1<br>0.87  |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00   | 7<br>27.67 | 1<br>0.74 | 8<br>24.30 |
|                           | Capitol Desktop Support | Brian Bintz                         | 0<br>0.00   | 18<br>1.38 | 1<br>2.07 | 19<br>1.42 |
|                           |                         | Chad Poll                           | 0<br>0.00   | 1<br>4.49  | 0<br>0.00 | 1<br>4.49  |
|                           |                         | Joshua Furgason                     | 0<br>0.00   | 1<br>1.01  | 0<br>0.00 | 1<br>1.01  |
|                           |                         | Paul Ross                           | 0<br>0.00   | 2<br>1.45  | 0<br>0.00 | 2<br>1.45  |
|                           |                         | Scott Wunderlich                    | 0<br>0.00   | 2<br>3.57  | 0<br>0.00 | 2<br>3.57  |

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## Human Resource Management

|                           |                         |                                     | High      | Low         | Medium    | ATTR Total  |
|---------------------------|-------------------------|-------------------------------------|-----------|-------------|-----------|-------------|
| Human Resource Management | Capitol Desktop Support | Tom Hanson                          | 0<br>0.00 | 1<br>0.64   | 1<br>0.67 | 2<br>0.66   |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 25<br>1.64  | 2<br>1.37 | 27<br>1.62  |
|                           | Capitol Hosting         | Jake Vandenberghe                   | 0<br>0.00 | 1<br>1.02   | 0<br>0.00 | 1<br>1.02   |
|                           |                         | Mycah Mattox                        | 1<br>1.37 | 0<br>0.00   | 0<br>0.00 | 1<br>1.37   |
|                           |                         | <b>Assigned to Individual Total</b> | 1<br>1.37 | 1<br>1.02   | 0<br>0.00 | 2<br>1.19   |
|                           | Enterprise Security     | Bart Grant                          | 0<br>0.00 | 1<br>7.50   | 0<br>0.00 | 1<br>7.50   |
|                           |                         | Bobette Phillips                    | 0<br>0.00 | 1<br>22.39  | 0<br>0.00 | 1<br>22.39  |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 2<br>14.95  | 0<br>0.00 | 2<br>14.95  |
|                           | Help Desk               | Eileen Dubach                       | 0<br>0.00 | 1<br>0.00   | 0<br>0.00 | 1<br>0.00   |
|                           |                         | James Stearns                       | 1<br>0.00 | 4<br>31.11  | 0<br>0.00 | 5<br>24.88  |
|                           |                         | Julie VanBeekum                     | 0<br>0.00 | 3<br>2.91   | 0<br>0.00 | 3<br>2.91   |
|                           |                         | Vicky Marrelli                      | 0<br>0.00 | 2<br>0.45   | 0<br>0.00 | 2<br>0.45   |
|                           |                         | <b>Assigned to Individual Total</b> | 1<br>0.00 | 10<br>13.41 | 0<br>0.00 | 11<br>12.19 |
|                           | Metro A Desktop Support | Eric A Sedgwick                     | 0<br>0.00 | 1<br>0.23   | 0<br>0.00 | 1<br>0.23   |

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## Human Resource Management

|                           |                         |                                     | High      | Low       | Medium    | ATTR Total |
|---------------------------|-------------------------|-------------------------------------|-----------|-----------|-----------|------------|
| Human Resource Management | Metro A Desktop Support | Michael Barth                       | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00  |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 2<br>0.12 | 0<br>0.00 | 2<br>0.12  |
|                           | Metro A Help Desk       | Edward Fortner                      | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00  |
|                           |                         | Liz Evans                           | 0<br>0.00 | 1<br>0.03 | 0<br>0.00 | 1<br>0.03  |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 2<br>0.02 | 0<br>0.00 | 2<br>0.02  |
|                           | Metro B Desktop Support | Bill Crowther                       | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17  |
|                           |                         | Mike Wilde                          | 0<br>0.00 | 1<br>0.21 | 0<br>0.00 | 1<br>0.21  |
|                           |                         | Stephanie Young                     | 0<br>0.00 | 1<br>0.31 | 0<br>0.00 | 1<br>0.31  |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>0.23 | 0<br>0.00 | 3<br>0.23  |
|                           | Metro B Help Desk       | Gary Graham                         | 0<br>0.00 | 3<br>0.02 | 0<br>0.00 | 3<br>0.02  |
|                           |                         | Todd Manning                        | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00  |
|                           |                         | Val Shepherd                        | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00  |
|                           |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 7<br>0.01 | 0<br>0.00 | 7<br>0.01  |
|                           | Metro B Hosting         | James Gramse                        | 0<br>0.00 | 1<br>0.22 | 0<br>0.00 | 1<br>0.22  |

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## Human Resource Management

|                           |                               |                                     | High      | Low       | Medium    | ATTR Total |
|---------------------------|-------------------------------|-------------------------------------|-----------|-----------|-----------|------------|
| Human Resource Management | Metro B Hosting               | Paul Engberson                      | 0<br>0.00 | 1<br>1.28 | 0<br>0.00 | 1<br>1.28  |
|                           |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 2<br>0.75 | 0<br>0.00 | 2<br>0.75  |
|                           | Metro C Desktop Support       | Benjamin Moore                      | 0<br>0.00 | 2<br>1.89 | 0<br>0.00 | 2<br>1.89  |
|                           |                               | Ed Radke                            | 0<br>0.00 | 2<br>2.63 | 0<br>0.00 | 2<br>2.63  |
|                           |                               | Ken Knobel                          | 0<br>0.00 | 4<br>1.09 | 0<br>0.00 | 4<br>1.09  |
|                           |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 8<br>1.67 | 0<br>0.00 | 8<br>1.67  |
|                           | Metro C Help Desk             | Bill Hall                           | 0<br>0.00 | 1<br>0.73 | 0<br>0.00 | 1<br>0.73  |
|                           |                               | Cindy Romrell                       | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00  |
|                           |                               | Reed Stohel                         | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00  |
|                           |                               | Ross Owen                           | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00  |
|                           |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 5<br>0.15 | 0<br>0.00 | 5<br>0.15  |
|                           | Metro D Help Desk             | Matthew Earl                        | 0<br>0.00 | 1<br>3.20 | 0<br>0.00 | 1<br>3.20  |
|                           |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 1<br>3.20 | 0<br>0.00 | 1<br>3.20  |
|                           | Operations Production Control | Christie Burnham                    | 0<br>0.00 | 2<br>0.14 | 0<br>0.00 | 2<br>0.14  |



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## Human Resource Management

|                           |                                |                              | High      | Low        | Medium     | ATTR Total |
|---------------------------|--------------------------------|------------------------------|-----------|------------|------------|------------|
| Human Resource Management | Operations Production Control  | Assigned to Individual Total | 0<br>0.00 | 2<br>0.14  | 0<br>0.00  | 2<br>0.14  |
|                           | Rural Central Desktop Support  | Robert Case                  | 0<br>0.00 | 1<br>0.08  | 0<br>0.00  | 1<br>0.08  |
|                           |                                | Assigned to Individual Total | 0<br>0.00 | 1<br>0.08  | 0<br>0.00  | 1<br>0.08  |
|                           | Technical Lead/Project Manager | Corona Ngatuvai              | 0<br>0.00 | 1<br>16.89 | 0<br>0.00  | 1<br>16.89 |
|                           |                                | Dustin Crump                 | 1<br>0.61 | 1<br>10.60 | 0<br>0.00  | 2<br>5.60  |
|                           |                                | Martin Gonzalez              | 0<br>0.00 | 3<br>43.62 | 0<br>0.00  | 3<br>43.62 |
|                           |                                | Assigned to Individual Total | 1<br>0.61 | 5<br>31.67 | 0<br>0.00  | 6<br>26.49 |
|                           | Voice Operations               | Gail Christiansen            | 0<br>0.00 | 1<br>0.19  | 0<br>0.00  | 1<br>0.19  |
|                           |                                | Assigned to Individual Total | 0<br>0.00 | 1<br>0.19  | 0<br>0.00  | 1<br>0.19  |
|                           | Voice/Data/WAN Services        | T Artis                      | 0<br>0.00 | 1<br>0.84  | 0<br>0.00  | 1<br>0.84  |
|                           |                                | Assigned to Individual Total | 0<br>0.00 | 1<br>0.84  | 0<br>0.00  | 1<br>0.84  |
|                           | Assigned Group Total           |                              | 3<br>0.66 | 85<br>6.90 | 3<br>1.16  | 91<br>6.50 |
|                           | Customer Company Total         |                              |           | 3<br>0.66  | 85<br>6.90 | 3<br>1.16  |

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## Human Resource Management

### Detail

|                        |                                |                  |                           |                             |          |                 |       |
|------------------------|--------------------------------|------------------|---------------------------|-----------------------------|----------|-----------------|-------|
| <b>INC000000597281</b> | Con Whipple                    | Application      | None                      | Novell GroupWise            |          | TIR Missed: No  | 0.00  |
|                        | Application Services           | Martin Gonzalez  | Human Resource Management | Low                         | Closed   | TTR Missed: No  | 2.58  |
| <b>INC000000607597</b> | Judith Price                   | None             | None                      | Gmail                       |          | TIR Missed: Yes | 1.96  |
|                        | Application Services           | Danielle Hood    | Human Resource Management | Low                         | Closed   | TTR Missed: No  | 1.96  |
| <b>INC000000608744</b> | Sarah Tice                     | None             | None                      | Gmail                       |          | TIR Missed: No  | 0.61  |
|                        | Technical Lead/Project Manager | Dustin Crump     | Human Resource Management | High                        | Closed   | TTR Missed: No  | 0.61  |
| <b>INC000000610027</b> | Debbie Martinez-Orth           | Application      | Error                     | Gmail                       |          | TIR Missed: No  | 0.00  |
|                        | Technical Lead/Project Manager | Dustin Crump     | Human Resource Management | Low                         | Resolved | TTR Missed: Yes | 10.60 |
| <b>INC000000610560</b> | Gary Schow                     | None             | None                      | Gmail                       |          | TIR Missed: Yes | 17.93 |
|                        | Enterprise Security            | Bobette Phillips | Human Resource Management | Low                         | Closed   | TTR Missed: Yes | 22.39 |
| <b>INC000000611886</b> | John Golom                     | Application      | None                      | Gmail                       |          | TIR Missed: Yes | 3.50  |
|                        | Technical Lead/Project Manager | Martin Gonzalez  | Human Resource Management | Low                         | Closed   | TTR Missed: Yes | 59.32 |
| <b>INC000000613375</b> | Jeri Lea Buckley               | Application      | None                      | Gmail                       |          | TIR Missed: Yes | 62.11 |
|                        | Application Services           | Danielle Hood    | Human Resource Management | Low                         | Closed   | TTR Missed: Yes | 62.11 |
| <b>INC000000614474</b> | Tom Edmonds                    | Application      | None                      | Gmail                       |          | TIR Missed: No  | 0.00  |
|                        | Technical Lead/Project Manager | Martin Gonzalez  | Human Resource Management | Low                         | Resolved | TTR Missed: Yes | 7.03  |
| <b>INC000000615805</b> | Sarah Tice                     | Application      | None                      | Gmail                       |          | TIR Missed: Yes | 11.57 |
|                        | Application Services           | Dustin Crump     | Human Resource Management | Low                         | Closed   | TTR Missed: Yes | 45.02 |
| <b>INC000000617085</b> | Jennifer Krell                 | None             | None                      | None                        |          | TIR Missed: No  | 0.69  |
|                        | Capitol Desktop Support        | Brian Bintz      | Human Resource Management | Low                         | Closed   | TTR Missed: No  | 0.99  |
| <b>INC000000617222</b> | Bart Olsen                     | Application      | None                      | Gmail                       |          | TIR Missed: Yes | 6.08  |
|                        | Technical Lead/Project Manager | Martin Gonzalez  | Human Resource Management | Low                         | Closed   | TTR Missed: Yes | 64.50 |
| <b>INC000000617392</b> | Bryan Embley                   | Application      | Error                     | Java Media Framework        |          | TIR Missed: Yes | 1.98  |
|                        | Metro C Desktop Support        | Ed Radke         | Human Resource Management | Low                         | Closed   | TTR Missed: No  | 4.80  |
| <b>INC000000617949</b> | Paul Edlefsen                  | Application      | None                      | Microsoft Excel             |          | TIR Missed: No  | 0.31  |
|                        | Metro B Desktop Support        | Stephanie Young  | Human Resource Management | Low                         | Closed   | TTR Missed: No  | 0.31  |
| <b>INC000000618189</b> | Cappi Stamper                  | Application      | Password                  | None                        |          | TIR Missed: Yes | 1.01  |
|                        | Capitol Desktop Support        | Brian Bintz      | Human Resource Management | Low                         | Closed   | TTR Missed: No  | 1.01  |
| <b>INC000000618262</b> | Paul Edlefsen                  | None             | None                      | Symantec Backup Exec Remote |          | TIR Missed: No  | 0.71  |
|                        | Metro B Hosting                | Paul Engberson   | Human Resource Management | Low                         | Closed   | TTR Missed: No  | 1.28  |
| <b>INC000000618524</b> | Con Whipple                    | PC/Laptop        | Performance               | None                        |          | TIR Missed: No  | 0.68  |
|                        | Capitol Desktop Support        | Brian Bintz      | Human Resource Management | Low                         | Closed   | TTR Missed: No  | 1.13  |

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## Human Resource Management

|                        |                                |                     |                           |                                  |          |                 |        |
|------------------------|--------------------------------|---------------------|---------------------------|----------------------------------|----------|-----------------|--------|
| <b>INC000000618567</b> | Judith Price                   | Network             | Error                     | None                             |          | TIR Missed: No  | 0.11   |
|                        | Capitol Desktop Support        | Brian Bintz         | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 1.48   |
| <b>INC000000618588</b> | Rachel Dodge                   | Application         | None                      | Gmail                            |          | TIR Missed: No  | 0.13   |
|                        | Application Services           | Martin Gonzalez     | Human Resource Management | Medium                           | Closed   | TTR Missed: No  | 0.74   |
| <b>INC000000618705</b> | Larene Wyss                    | None                | None                      | None                             |          | TIR Missed: No  | 0.00   |
|                        | Capitol Desktop Support        | Brian Bintz         | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.02   |
| <b>INC000000618810</b> | Carrie Stevenson               | None                | None                      | None                             |          | TIR Missed: No  | 0.08   |
|                        | Rural Central Desktop Support  | Robert Case         | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.08   |
| <b>INC000000618906</b> | Jamie Anderson                 | None                | None                      | None                             |          | TIR Missed: No  | 0.00   |
|                        | Capitol Desktop Support        | Brian Bintz         | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.02   |
| <b>INC000000618914</b> | Kelly Cheney                   | None                | None                      | None                             |          | TIR Missed: No  | 0.00   |
|                        | Capitol Desktop Support        | Brian Bintz         | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.03   |
| <b>INC000000618958</b> | Kimball Tanner                 | Application         | Error                     | Gmail                            |          | TIR Missed: Yes | 1.02   |
|                        | Capitol Hosting                | Jake Vandenberghe   | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 1.02   |
| <b>INC000000619056</b> | Letty Debenham                 | PC/Laptop           | Error                     | None                             |          | TIR Missed: No  | 0.00   |
|                        | Capitol Desktop Support        | Brian Bintz         | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.15   |
| <b>INC000000619171</b> | Dana Powers                    | None                | None                      | None                             |          | TIR Missed: No  | 0.00   |
|                        | Capitol Desktop Support        | Chad Poll           | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 4.49   |
| <b>INC000000619237</b> | Sarah Tice                     | None                | None                      | None                             |          | TIR Missed: No  | 0.00   |
|                        | Capitol Desktop Support        | Brian Bintz         | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.06   |
| <b>INC000000619256</b> | Katie Clayton                  | Print/Copy/Scan/Fax | Incident                  | None                             |          | TIR Missed: Yes | 16.89  |
|                        | Technical Lead/Project Manager | Corona Ngatuvai     | Human Resource Management | Low                              | Closed   | TTR Missed: Yes | 16.89  |
| <b>INC000000619273</b> | Kim Diamond-Smith              | Application         | None                      | Gmail                            |          | TIR Missed: No  | 0.00   |
|                        | Metro B Help Desk              | Val Shepherd        | Human Resource Management | Low                              | Closed   | TTR Missed: No  |        |
| <b>INC000000619337</b> | Tina Sweet                     | Application         | Error                     | Gmail                            |          | TIR Missed: Yes | 124.30 |
|                        | Help Desk                      | James Stearns       | Human Resource Management | Low                              | Resolved | TTR Missed: Yes | 124.30 |
| <b>INC000000619982</b> | Paul Edlefsen                  | None                | None                      | None                             |          | TIR Missed: No  | 0.22   |
|                        | Metro B Hosting                | James Gramse        | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.22   |
| <b>INC000000620399</b> | Trish Anderson                 | None                | None                      | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00   |
|                        | Metro B Help Desk              | Gary Graham         | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.05   |
| <b>INC000000621416</b> | Jay Jensen                     | None                | None                      | None                             |          | TIR Missed: No  | 0.00   |
|                        | Metro A Desktop Support        | Michael Barth       | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.00   |
| <b>INC000000621428</b> | Kim Diamond-Smith              | None                | None                      | None                             |          | TIR Missed: No  | 0.00   |
|                        | Metro B Help Desk              | Gary Graham         | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.00   |

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## Human Resource Management

|                        |                         |                  |                           |                           |        |                 |       |
|------------------------|-------------------------|------------------|---------------------------|---------------------------|--------|-----------------|-------|
| <b>INC000000621444</b> | Debbie Cragun           | PC/Laptop        | Error                     | None                      |        | TIR Missed: No  | 0.65  |
|                        | Capitol Desktop Support | Scott Wunderlich | Human Resource Management | Low                       | Closed | TTR Missed: No  | 5.77  |
| <b>INC000000622113</b> | Rachel Dodge            | Application      | Reporting                 | Avaya CentreVu Supervisor |        | TIR Missed: No  | 0.57  |
|                        | Capitol Desktop Support | Brian Bintz      | Human Resource Management | Low                       | Closed | TTR Missed: No  | 5.88  |
| <b>INC000000622127</b> | Jeffie Dickerson        | PC/Laptop        | None                      | None                      |        | TIR Missed: No  | 0.12  |
|                        | Metro C Desktop Support | Ken Knobel       | Human Resource Management | Low                       | Closed | TTR Missed: No  | 3.39  |
| <b>INC000000622154</b> | Tanya Johnson           | PC/Laptop        | None                      | None                      |        | TIR Missed: No  | 0.07  |
|                        | Metro C Desktop Support | Ken Knobel       | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.28  |
| <b>INC000000622155</b> | Bart Olsen              | None             | None                      | None                      |        | TIR Missed: No  | 0.00  |
|                        | Capitol Desktop Support | Brian Bintz      | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.04  |
| <b>INC000000622309</b> | Lyndrea Schauer         | None             | None                      | Gmail                     |        | TIR Missed: Yes | 5.93  |
|                        | Help Desk               | Julie VanBeekum  | Human Resource Management | Low                       | Closed | TTR Missed: Yes | 8.74  |
| <b>INC000000622335</b> | Patricia M Kingsbury    | Application      | Error                     | M86                       |        | TIR Missed: Yes | 4.55  |
|                        | Enterprise Security     | Bart Grant       | Human Resource Management | Low                       | Closed | TTR Missed: Yes | 7.50  |
| <b>INC000000622554</b> | William Brandon         | None             | None                      | None                      |        | TIR Missed: No  | 0.00  |
|                        | Capitol Desktop Support | Brian Bintz      | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.02  |
| <b>INC000000622645</b> | Angela Abbott           | PC/Laptop        | Error                     | None                      |        | TIR Missed: No  | 0.00  |
|                        | Capitol Desktop Support | Brian Bintz      | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.50  |
| <b>INC000000622909</b> | Tanya Johnson           | None             | None                      | State Payroll System      |        | TIR Missed: No  | 0.07  |
|                        | Metro C Desktop Support | Benjamin Moore   | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.32  |
| <b>INC000000623052</b> | Sarah Tice              | None             | None                      | None                      |        | TIR Missed: No  | 0.17  |
|                        | Application Services    | Danielle Hood    | Human Resource Management | Low                       | Closed | TTR Missed: Yes | 14.25 |
| <b>INC000000623098</b> | Kim Diamond-Smith       | None             | None                      | ZENworks for Desktops     |        | TIR Missed: No  | 0.17  |
|                        | Metro B Desktop Support | Bill Crowther    | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.17  |
| <b>INC000000623379</b> | Jeffie Dickerson        | Application      | Password                  | Utah Master Directory     |        | TIR Missed: No  | 0.00  |
|                        | Help Desk               | James Stearns    | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000623472</b> | Tanya Johnson           | Application      | Error                     | None                      |        | TIR Missed: No  | 0.22  |
|                        | Metro C Desktop Support | Ken Knobel       | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.22  |
| <b>INC000000623473</b> | Jeffie Dickerson        | Application      | Password                  | Gmail                     |        | TIR Missed: No  | 0.12  |
|                        | Help Desk               | James Stearns    | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.12  |
| <b>INC000000623521</b> | Jeffie Dickerson        | Application      | Password                  | Gmail                     |        | TIR Missed: No  | 0.00  |
|                        | Help Desk               | Eileen Dubach    | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.00  |
| <b>INC000000623685</b> | Jay Jensen              | None             | None                      | None                      |        | TIR Missed: No  | 0.23  |
|                        | Metro A Desktop Support | Eric A Sedgwick  | Human Resource Management | Low                       | Closed | TTR Missed: No  | 0.23  |

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## Human Resource Management

|                        |                               |                  |                           |                                  |          |                 |       |
|------------------------|-------------------------------|------------------|---------------------------|----------------------------------|----------|-----------------|-------|
| <b>INC000000623828</b> | Jean Mills                    | Application      | None                      | Gmail                            |          | TIR Missed: Yes | 66.87 |
|                        | Application Services          | Martin Gonzalez  | Human Resource Management | Low                              | Resolved | TTR Missed: Yes | 66.87 |
| <b>INC000000623854</b> | Jeffie Dickerson              | Application      | Error                     | Gmail                            |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                     | James Stearns    | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000623935</b> | Jamie Anderson                | Telecom          | Dial Tone                 | Telephone                        |          | TIR Missed: No  | 0.23  |
|                        | Voice/Data/WAN Services       | T Artis          | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.84  |
| <b>INC000000624093</b> | Tina Sweet                    | Network          | Incident                  | None                             |          | TIR Missed: No  | 0.52  |
|                        | Capitol Desktop Support       | Brian Bintz      | Human Resource Management | Medium                           | Resolved | TTR Missed: No  | 2.07  |
| <b>INC000000624098</b> | Dora Collier                  | Application      | None                      | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro C Help Desk             | Cindy Romrell    | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000624263</b> | Jamie Anderson                | None             | None                      | None                             |          | TIR Missed: No  | 0.23  |
|                        | Operations Production Control | Christie Burnham | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.28  |
| <b>INC000000624271</b> | Jeffie Dickerson              | PC/Laptop        | None                      | None                             |          | TIR Missed: No  | 0.19  |
|                        | Metro C Desktop Support       | Benjamin Moore   | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 3.46  |
| <b>INC000000624283</b> | Larene Wyss                   | None             | None                      | None                             |          | TIR Missed: No  | 0.00  |
|                        | Capitol Desktop Support       | Brian Bintz      | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.03  |
| <b>INC000000624386</b> | Cole Gilmore                  | Application      | Password                  | PGP                              |          | TIR Missed: No  | 0.24  |
|                        | Capitol Desktop Support       | Brian Bintz      | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 4.38  |
| <b>INC000000624822</b> | Michelle Imperiale            | Network          | Error                     | Novell Client for 32-bit Windows |          | TIR Missed: Yes | 2.14  |
|                        | Metro D Help Desk             | Matthew Earl     | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 3.20  |
| <b>INC000000625194</b> | Jay Jensen                    | None             | None                      | None                             |          | TIR Missed: No  | 0.00  |
|                        | Operations Production Control | Christie Burnham | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000625307</b> | Debi Tripp                    | None             | None                      | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk             | Gary Graham      | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000625455</b> | Kim Diamond-Smith             | None             | None                      | None                             |          | TIR Missed: No  | 0.00  |
|                        | Metro B Help Desk             | Todd Manning     | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000625465</b> | Carmen Nichol                 | Network          | Password                  | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.00  |
|                        | Metro A Help Desk             | Liz Evans        | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 0.03  |
| <b>INC000000625836</b> | Patricia M Kingsbury          | Network          | Incident                  | None                             |          | TIR Missed: Yes | 2.59  |
|                        | Capitol Desktop Support       | Paul Ross        | Human Resource Management | Low                              | Closed   | TTR Missed: No  | 2.66  |
| <b>INC000000626782</b> | Tanya Johnson                 | PC/Laptop        | None                      | None                             |          | TIR Missed: No  | 0.16  |
|                        | Metro C Desktop Support       | Ed Radke         | Human Resource Management | Low                              | Resolved | TTR Missed: No  | 0.45  |
| <b>INC000000626882</b> | Rebecca Lisor                 | Network          | Error                     | None                             |          | TIR Missed: No  | 0.30  |
|                        | Capitol Desktop Support       | Tom Hanson       | Human Resource Management | Medium                           | Resolved | TTR Missed: No  | 0.67  |

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## Human Resource Management

|                         |                      |                           |            |                                  |                 |      |
|-------------------------|----------------------|---------------------------|------------|----------------------------------|-----------------|------|
| <b>INC000000626888</b>  | Tammy Hunt           | Network                   | Error      | Novell Client for 32-bit Windows | TIR Missed: No  | 0.26 |
| Capitol Desktop Support | Tom Hanson           | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.64 |
| <b>INC000000626998</b>  | Kelly Cheney         | Application               | None       | Utah Master Directory            | TIR Missed: No  | 0.00 |
| Help Desk               | Julie VanBeekum      | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000627145</b>  | Kathryn Medina       | None                      | None       | None                             | TIR Missed: No  | 0.18 |
| Metro B Desktop Support | Mike Wilde           | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.21 |
| <b>INC000000627165</b>  | Kelly Cheney         | Network                   | None       | Novell eDirectory                | TIR Missed: No  | 0.00 |
| Help Desk               | Julie VanBeekum      | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000627209</b>  | Melissa Little       | PC/Laptop                 | None       | None                             | TIR Missed: No  | 0.35 |
| Metro C Desktop Support | Ken Knobel           | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.46 |
| <b>INC000000627456</b>  | Monica Jimenez       | Application               | Password   | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
| Help Desk               | Vicky Marrelli       | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000627712</b>  | Denice Graham        | Network                   | Password   | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
| Metro B Help Desk       | Todd Manning         | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000627728</b>  | Tina Sweet           | Application               | Error      | None                             | TIR Missed: No  | 0.36 |
| Capitol Desktop Support | Scott Wunderlich     | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 1.38 |
| <b>INC000000627831</b>  | Patricia M Kingsbury | Application               | None       | Gmail                            | TIR Missed: Yes | 3.43 |
| Capitol Desktop Support | Brian Bintz          | Human Resource Management | Low        | Resolved                         | TTR Missed: Yes | 7.39 |
| <b>INC000000628085</b>  | Mary Christensen     | Application               | Error      | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
| Metro C Help Desk       | Bill Hall            | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.73 |
| <b>INC000000628528</b>  | Paul Edlefsen        | None                      | None       | None                             | TIR Missed: No  | 0.00 |
| Metro C Help Desk       | Reed Stohel          | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000628536</b>  | Letty Debenham       | Application               | Reporting  | PGP                              | TIR Missed: No  | 0.01 |
| Capitol Desktop Support | Paul Ross            | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.24 |
| <b>INC000000628595</b>  | Alan Owens           | Telecom                   | Voice Mail | Telephone                        | TIR Missed: No  | 0.19 |
| Voice Operations        | Gail Christiansen    | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.19 |
| <b>INC000000628764</b>  | Jay Jensen           | None                      | None       | None                             | TIR Missed: No  | 0.00 |
| Metro A Help Desk       | Edward Fortner       | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 0.00 |
| <b>INC000000628966</b>  | Tina Sweet           | Application               | Password   | Cisco AnyConnect VPN Client      | TIR Missed: No  | 0.21 |
| Capitol Desktop Support | Brian Bintz          | Human Resource Management | Low        | Resolved                         | TTR Missed: No  | 1.65 |
| <b>INC000000628980</b>  | Sharyn Dobson        | Server                    | None       | None                             | TIR Missed: No  | 0.15 |
| Capitol Hosting         | Myciah Mattox        | Human Resource Management | High       | Resolved                         | TTR Missed: No  | 1.37 |
| <b>INC000000629108</b>  | Jean Mills           | Application               | Reporting  | Gmail                            | TIR Missed: No  | 0.00 |
| Help Desk               | James Stearns        | Human Resource Management | High       | Resolved                         | TTR Missed: No  | 0.00 |

# Enterprise Incident Report December 2012

As of 1/2/2013

## Human Resource Management

|                        |                         |                 |                           |                                  |          |                |      |
|------------------------|-------------------------|-----------------|---------------------------|----------------------------------|----------|----------------|------|
| <b>INC000000629334</b> | Matthew Goms            | Network         | Error                     | None                             |          | TIR Missed: No | 0.68 |
|                        | Capitol Desktop Support | Joshua Furgason | Human Resource Management | Low                              | Resolved | TTR Missed: No | 1.01 |
| <b>INC000000629475</b> | Terry Haywood           | Network         | Password                  | Novell Client for 32-bit Windows |          | TIR Missed: No | 0.00 |
|                        | Metro C Help Desk       | Cindy Romrell   | Human Resource Management | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000629593</b> | Rosanne Ricks           | Application     | Error                     | Citrix ICA Client                |          | TIR Missed: No | 0.23 |
|                        | Application Services    | Tony Larsen     | Human Resource Management | Low                              | Resolved | TTR Missed: No | 0.87 |
| <b>INC000000629659</b> | Jeffie Dickerson        | None            | None                      | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro C Help Desk       | Ross Owen       | Human Resource Management | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000629852</b> | Alan Owens              | None            | None                      | None                             |          | TIR Missed: No | 0.00 |
|                        | Metro B Help Desk       | Todd Manning    | Human Resource Management | Low                              | Resolved | TTR Missed: No | 0.00 |
| <b>INC000000630166</b> | Letty Debenham          | Application     | Error                     | Gmail                            |          | TIR Missed: No | 0.56 |
|                        | Help Desk               | Vicky Marrelli  | Human Resource Management | Low                              | Resolved | TTR Missed: No | 0.90 |
| <b>INC000000630258</b> | Kris M Haslam           | None            | None                      | None                             |          | TIR Missed: No | 0.00 |
|                        | Capitol Desktop Support | Brian Bintz     | Human Resource Management | Low                              | Resolved | TTR Missed: No | 0.10 |